

COMMISSIONERS
KRISTIN K. MAYES - Chairman
GARY PIERCE
PAUL NEWMAN
SANDRA D. KENNEDY
BOB STUMP



0000107344

ORIGINAL

ARIZONA CORPORATION COMMISSION

February 17, 2010

To: Docket Control

RE: Arizona American Water Company - Customer Comments
Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343

Please docket the attached 35 customer comments **OPPOSING** the above cases.

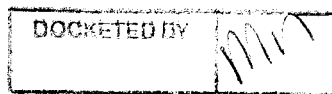
Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

FEB 17 2010



AZ CORP COMMISSION
DOCKET CONTROL

2010 FEB 17 A 11:56

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No. 2010 - 85040**

Date: 2/16/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By:

Richard

Jorgenson

Account Name:

Richard Jorgenson

Home:

Street:

Work:

City:

Sun City

CBR:

State:

AZ **Zip: 85373**

is:

Utility Company.

Arizona - American Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

2/9/2010

Richard Jorgenson

Sun City, AZ 85373

Docket you wish to comment on: Rate Consolidation & Increase
Docket Number: SW-01303A-09-0343 , W-01303A-09-0343
Case or Utility Name: Arizona-American Water Company Inc
Position on Docket: Con

I am adamantly opposed to this proposal to consolidate districts for the purpose of averaging the costs. This is absolutely of no benefit to residents of Sun City. Many of us in this retirement community are living on fixed incomes and cannot afford the increases being sought by AZ-American Water. I request this proposal be denied.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

Date Completed: 2/16/2010

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2010 - 85040

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 - 85042

Date: 2/16/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Tom & Sharrill** **Jennings**

Account Name: Tom & Sharrill Jennings

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85373

is:

Utility Company. Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

2/10/2010

Tom & Sharrill Jennings

Sun City, AZ 85373

Docket you wish to comment on: Rate Consolidation and Increases

Docket Number: SW-01303A-09-0343 & W-01303A-09-0343

Case or Utility Name: Arizona-American Water Company

Position on Docket: Con

We are winter residents in Sun City and have owned our home here since November 2003. We are adamantly opposed to the magnitude of the proposed rate increase and to consolidation with Sun City West and Sun City Grand who have more expensive water processing needs. A key feature in our decision to purchase our home were the beautiful mature citrus trees which provide a beautiful backyard and give us fruit and juice which we consume on an ongoing basis. The other important feature here is the availability of affordable recreation centers which provide great health and recreation benefits. The proposed increase will have a devastating impact on the utility costs for these Centers, as well as on many of the most elderly retirees on fixed incomes. While we can afford our basic water needs we must consider cutting out our citrus trees if these costs are approved. They have been here since 1978

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

Date Completed: 2/16/2010

Opinion No. 2010 - 85042

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No. 2010 - 85041**

Date: 2/16/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Jean E**

Maxwell

Account Name: Jean E. Maxwell

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85351

is:

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone: (

Nature of Complaint:

2/1/2010

Jean E. Maxwell

Sun City, AZ 85351

Docket you wish to comment on: Rate Consolidation and increase

Docket Number: W-01303A-09-0343

Case or Utility Name: Arizona-American Water Co., Inc

Position on Docket: Con

I oppose the consolidation and the increase. I am on a fixed income. Any increase at all will become a large burden.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

Date Completed: 2/16/2010

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2010 - 85041

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 - 85038

Date: 2/16/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Floyd & Pearl**

Delosh

Account Name: Floyd & Pearl Delosh

Home: , - - - - - -

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85351

is:

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone: ,

Nature of Complaint:

AZ Corporation Commission

We do not agree for the water rate increase in Sun City. We are on a limited income. We are not receiving increases in our Social Security.

Thank you,
Floyd & Pearl Delosh

Sun City 85351

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

Date Completed: 2/16/2010

Opinion No. 2010 - 85038

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 - 85034

Date: 2/16/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Donald A.**

Walter

Account Name: Donald A. Walter

Home: (

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85351

is:

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

2/5/2010

Donald A Walter

Docket you wish to comment on: Rate Consolidation and increases
Docket Number: W-01303A-09-0343
Case or Utility Name: Arizona-American Water Co
Position on Docket: Con

Under the consolidation plan our retirement community will end up subsidizing other water districts. Most of us are on fixed incomes! Secondly in this recession we haven't experienced any inflation and asking for any rate increase is not reasonable and 27.7% is outrageous. Historically utilities always ask for much more than they expect...so surprise the utility and amaze us the public by granting them nothing. The 40.8% increase on wastewater is beyond comprehension less than 50% of my water usage goes into the sewer system but they charge for 100%.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 2/16/2010

Opinion No. 2010 - 85034

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

3

Priority: Respond Within Five Days

Opinion **No.** 2010 - 85035

Date: 2/16/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By:

Nina

Brand

Account Name:

Nina Brand

Home:

Street:

Work:

City:

Sun City

CBR:

State:

AZ

Zip: 85351

is:

Utility Company.

Arizona - American Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

2/9/2010

Nina Brand

Docket you wish to comment on: Rate Consolidation and Increase
Docket Number: W-01303A-09-0343
Case or Utility Name: Arizona American Water Company, Inc.
Position on Docket: Con

We here in Sun Cities would be especially hard hit if this is allowed to pass. We are cities of people who live on fixed incomes. Many of us in our 70's 80's and 90's who have only one income and that is Social Security. We are OBLIGATED to pay fees to the Recreation Centers who would be impacted by these raises and would in turn, pass them along to us. When I say OBLIGATED I mean just that. It doesn't matter if we use them or not. Many have no transportation or are physically not able to use these facilities. This is just the logical reason for not allowing these raises. There is absolutely NO reason to include us in this for ANY reason. We have had raises already amounting to 20% in the last four years from this company.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 2/16/2010

Opinion No. 2010 - 85035

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

9

Priority: Respond Within Five Days

Opinion **No. 2010 84965**

Date: 2/12/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Bonnie**

Ross

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85351

is:

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone: (

Nature of Complaint:

2/2/10 W-01303A-09-0343 SW-01303A-09-0343

SUN CITY

WATER-SEWER CONSOLIDATION AND RATES

Feb 1, 2010

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington St
Phoenix, AZ 85007

Utility Name: Arizona American Water Company, Inc.
Docket Numbers: W-01303A-09-0343 and SW-01303A-09-0343
Re: Rate Consolidation & Increase

This is to inform you that (as a Sun City resident) I am strongly opposed to the above.

Bonnie L. Ross

Sun City, AZ 85351
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 2/12/2010

Opinion No. 2010 - 84965

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 **84964**

Date: 2/12/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** **Last:**
Margaret **White**

Account Name: Margaret White

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85351

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

2/2/10 W-01303A-09-0343 SW-01303A-09-0343

SUN CITY

WATER-SEWER CONSOLIDATION AND RATES

Proposed Sun City Water & Wastewater Rate Consolidation & Increase

I would like to express my opposition to the above & hope that you will seriously reconsider this matter.

Sincerely,

Margaret S. White

(

(

MSW 9709

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 2/12/2010

Opinion No. 2010 - 84964

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 2/12/2010

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2010 - 84973

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: ()

Fax: 011-22-261-1111

Priority: Respond Within Five Days

Opinion No. 2010 84943

Date: 2/11/2010

<u>Complaint Description:</u>	08A Rate Case Items - Opposed
	N/A Not Applicable

First:

Last:

Complaint By: Donald & Norma Berdan

Account Name: Donald & Norma Berdan

Home:

Street: 10000 1st Ave. S.W. Seattle, Wash. 98148 Mr. J. H. Jones, Jr.,

Work:

City: Sun City

CBR: 1

State: AZ **Zip:** 85351

is: E-Mail

Utility Company. Arizona - American Water Company

Division: Water

Contact Name:**Contact Phone:**

Nature of Complaint:

Docket Numbers W-01303A-09-0343, SW-01303A-09-0343

REFERENCE: ARIZONA AMERICAN WATER COMPANY, INC. - SUN CITY (water-sewer-consolidation)

Sent: Tuesday, February 09, 2010 9:53 AM

To: Utilities Div - Mailbox; Kristin Mayes; Gary Pierce; skennedy@a.gov; Paul Newman; rstump@azcc.gov; azrates@amwater.com; cfraulob@azruco.gov

Subject: E-mailing: azcc.gov comment form

We oppose the Arizona-American Water Company request for a permanent revenue increase for Sun City water and sewer of 27.7% and 40.8% respectfully. We specifically protest the recommendation that the rate structures be made "regionally". All that does is make the areas that are economically operational pay additional moneys for other areas that cost more to operate.

Sun City is primarily comprised of retired residents, most with limited financial resources. It's time for everyone, including businesses to be more frugal and avoid unnecessary increases in expenditures.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docket Numbers W-01303A-09-0343, SW-01303A-09-0343

REFERENCE: ARIZONA AMERICAN WATER COMPANY, INC. - Sun City

Noted and filed in Docket Control by Trish Meeter

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 2/11/2010

Opinion No. 2010 - 84943

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: _____

Fax: _____

Priority: Respond Within Five Days

Opinion **No.** 2010 85011

Date: 2/16/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Michael S.**

Gay

Account Name: Michael S. Gay

Home: _____

Street: _____

Work: _____

City: Sun City

CBR: _____

State: AZ **Zip:** 85351

is: _____

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: _____

Nature of Complaint:

***** W-01303A-09-0343 AND WS-01303A-09-0343 *****

Customer sent the following -

The proposed water and sewer waste increase will put my wife and myself to a point of complete disadvantage financially. We are able to pay our utilities as of now, but an increase will kill us. Our income comes from social security and no other money is available except for a twenty hour a week part time job. We are both in reasonable health and are just trying to hang on. I am not complaining, but it is what it is. My age is 71 years old, she is 63 years old.

Sincerely,

Michael S. Gay
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 2/16/2010

Opinion No. 2010 - 85011

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 **85010** **Date:** 2/16/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Norma** **Bruscato**

Account Name: Norma Bruscato

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85351

is:

Utility Company. Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND WS-01303A-09-0343 *****

Customer sent the following -

Dear Corporation Commission:

My name is Norma Bruscato, I live at Sun City, AZ 85351. Phone #

I'm writing in reference to the Rate Consolidation & Increase by utility name: Arizona-American Water Company Inc.

Docket #'s W-01303A-09-0343 and SW-01303A-09-0343

I'm against this consolidation all together. We are a community of 27,931 residents that is a non profit organization that serves and is funded by us residents. Please vote against this rate consolidation that the Arizona-American Water Company is trying to pass. It would cause a 27.7 percent increase in water rates and a 40.8 % increase in waste-water. Which would be passed on to us property owners in our property assessments we pay yearly to live here.

Lots of us in Sun City live on fixed incomes and widows pensions. The increase you granted APS recently 10% + will raise our fees considerably on our assessments for 2010. Again, Please vote against the Rate Consolidation and increases wanted by the Arizona-American Water Co. Inc. Utility Co.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 2/16/2010

Opinion No. 2010 - 85010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: /

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 **85012**

Date: 2/16/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** **Last:**
 Eileen **Chaves**

Account Name: Eileen Chaves

Home: ()

Street: J. R. ...

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85351

is:

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND WS-01303A-09-0343 *****

Customer sent the following -

February 12,2010

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington St
Phoenix AZ 85007

Arizona Corporation Commission,

Eileen Chaves

Sun City, AZ 85351

Utility Name; Arizona-American Water Company, the; Docket Numbers: W-01303A-09-0343 and SW-01303A-09-0343;
RE-Rate Consolidation and Increases.

I appose the increases in Water and Sewer rates requested by Arizona-American Water Company.

Sincerely,
Eileen Chaves
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 2/16/2010

Opinion No. 2010 - 85012

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 **85009** **Date:** 2/16/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **M. Elizabeth** **Nelson**

Account Name: M. Elizabeth Nelson

Home: \

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85373

is:

Utility Company. Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND WS-01303A-09-0343 *****

Customer sent the following -

M.Elizabeth Nelson

↑

Sun City,AZ 85373
February 12 2010

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington St.
Phoenix, AZ 85007

Re: Request for a permanent increase in water rates by Arizona-American Water Co. Inc. for the senior citizens of unincorporated Sun City. Az.
Docket Numbers W-01303A-09-0343 and SW-01303A-09-0343

Such an increase would be very detrimental to the senior citizens who are the permanent residents, many of whom have lived in Sun City since the days of Del Webb, and already are struggling for survival amid the present financial problems-countrywide and locally. There many women who have lost their decision making husbands, are living alone, trying to cope. we have increased property taxes, increased mandatory assessment by the S.C. Recreation Center whose increased water rates will necessitate increased assessments, high gasoline prices, increased electric rates, telephone rates, food prices, Doctor and hospital fees, high prices for pharmaceuticals, PLUS talked of reductions in Social Security and Medicare. The cost of human existance is going up and income is going down.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Sun City is a city of volunteers, unincorporated, and non-profit; built by Del Webb who did not envision our water being usurped with rate increases and consolidation of our water supply and put into a consolidated district that included areas outside of Sun City. It seems ironic that as our residents make every effort to conserve water, the Water Co. wants to "reward" us with a rate increase, Could it be that the less water we use, the less our water bills, which means less money going into the Water Co.? Perhaps they should economize within, face the reality of the present economy, and not seek profits on the backs of struggling elderly citizens.

We, in Sun City, will appreciate very much if you can prevent this consolidation and increase in water rates.

Sincerely

M .E. Nelson

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 2/16/2010

Opinion No. 2010 - 85009

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 85007

Date: 2/16/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** William A. **Last:** Belander

Account Name: William A. Belander

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85351

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: "

Nature of Complaint:

***** W-01303A-09-0343 AND WS-01303A-09-0343 *****

Customer sent the following -

Arizona-American Water Company Inc.
Docket numbers W-1 303A-09-0343, SW-01 303A-09-0343

I noticed that our water supplier, Arizona-American Water Company, is asking for two huge increase in rates. In the state of our economy at the present time, raised of this magnitude is just like a kick in the teeth. I can very well imagine what this company's response would be if all of their employees would ask for a 27,7% increase in wages.

Price increases of this size, show two things in my thinking. Number one, if they need that much of an increase, they haven't been watching their operation very closely. Secondly, they seem to be following the New American Philosophy, GREED. You as Commissioners should not even consider such a high rate of increase ON ANY UTILITY, and should really chastize the company for submitting an increase of this size.

I have been retired since 1992, and my retirement check is exactly the same today, as it was in 1992. Raising prices is not the best solution. As seniors, we get belted all the time, and have NO WAY, other than to cut back, to stay afloat.

I do hope all of you Commissioners use good judgement in your upcoming decision. Seniors asking for your help.

Sincerely,

William A. Belander

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sun City, Az. 85351

Attention Commissioners
Kristen Mayes, Chair
Gary Pierce
Sandra Kennedy
Paul Newman,
Robert Stump
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 2/16/2010

Opinion No. 2010 - 85007

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 - 84992

Date: 2/16/2010

Complaint Description: 08A Rate Case Items - Opposed
 08G Consolidation - Opposed

First:

Last:

Complaint By: **Gordon & Joan**

Marshall

Account Name: Gordon & Joan Marshall

Home: 104

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85351

is:

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

CHAIRMAN MAYES

GORDON & JOAN MARSHALL

Sun City, Arizona 85351

February 9, 2010

Arizona Corporation Commission

Customer Service Section

1200 W. Washington St

Phoenix, Arizona 85007

FROM: Joan Marshall (Mrs. Gordon Marshall)

Sun City, Arizona 85351

SUBJECT: Utility Name – Arizona

American Water Company, Inc.

Docket # W-01 303A & SW-01 303A-09-0343

Rate Consolidation and Increase

ATTN: Kristen Mayes, Chairperson

Dear Kristen:

I am writing our (my husband, Gordon Marshall) and my adamant opposition to the consolidation of the various districts by Arizona-American Water Co. to averaging the costs of the various districts – to the detriment of Sun City which has some of the best water in the state. As a result of this proposed consolidation, Sun City would be hurt as it would have to pay for other districts' water while we do not have to pay to treat the water in our own district.

The Arizona-America Water Company desires a permanent revenue increase for Sun City water and waste

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

water. The application requests increases of 27.7% in water and 40.8% in waste water. Not only will we be responsible for these raises – we will also be affected by the increase to RCSC, which will have to be passed on in annual property assessments.

As a result of this proposed consolidation, Sun City would be hurt as it would have to pay for other districts' water while we do not have to pay to treat the water in our own district.

The Arizona – American Water Company desires a permanent revenue increase for Sun City water and waste water. The application requests increases of 27.7% in water and 40.8% in waste water. Not only will we be responsible for these raises – we will also be affected by the increase to RCSC which will have to be passed on in annual property assessments.

A short time ago, the ACC awarded APS a 10% plus increase which will raise RCSC's electrical costs significantly (and ours as a result).

With these increases in sight, coupled with the faltering economy, it will be impossible to make ends meet. We have increases in various areas (over and above the obvious) – food, clothing, insurances (both health and life) utilities, doctor and hospital charges. As a result, we submit that these proposed raises are far too high to be in the well-being of Sun City Residents.

These changes should not be approved. Everyone is having to live on a stringent budget as it is!

Joan & Gordon Marshall

CC: COMMISSIONERS OF THE ARIZONA CORP. COMMISSION

— Gary Pierce

Sandra Kennedy

Paul Newman

Robert Stump

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

Date Completed: 2/16/2010

Opinion No. 2010 - 84992

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 - 84998

Date: 2/16/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By:

Helen D

Teichman

Account Name:

Helen D. Teichman

Home: (

Street:

Work:

City:

Sun City

CBR:

State:

AZ

Zip: 85351

is:

Utility Company.

Arizona - American Water Company

Division:

Water

Contact Name:

Contact Phone.

Nature of Complaint:

Helen D. Teichman

Rd.

Sun City, Arizona 85351-1806

Ph

February 10, 2010

ARIZONA CORPORATION COMMISSION
Consumer Services Section
1200 W. Washington St.
Phoenix, AZ. 85007

Docket Numbers: W-01303A-09-0343
& SW-01303A-09-0343

Re: Rate Consolidation and increases Issue of the rate consolidation as of now each geographic area rates reflect the cost to serve the respective areas.

The bundling plan would put all areas into one rate. This is totally unfair.

Our Sun City has the highest rated water quality. If we are bundled with other geographic areas with poor quality water we will be forced to pay the costs to treat areas with poor quality water. We do not want this added treatment costs added to our water bills.

We are unincorporated and the residents pay for the upkeep of the five Recreation Centers. Majority of the retirees are unemployed. The increase in the water bills would be prohibitive.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Sun City is a inon-profit Corporation and run by many volunteers.

I am totally against bundling and highly rate increases.

Thank iou for my concern. I at 90 years old.

Sincerely,

Helen D. Teichman

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

Date Completed: 2/16/2010

Opinion No. 2010 - 84998

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 - 85015

Date: 2/16/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Sandra.**

Carter

Account Name: Kapfer Family Trust

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85373

is:

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name: Sandra Carter

Contact Phone:

Nature of Complaint:

KapferFamilyTrust(u1oq2 A-
SandraCarterfIFE 5 ha 25SS(

Sun City. AZ 85373

e-mail:

February 9, 2010

Arizona Corporate Commission

Consumer Services Section

1200 W. Washington St

Phoenix, AZ 85007

To Whom It May Concern:

I am against the proposed rate increase for water and wastewater. Also, I am against the proposed consolidation for Arizona-American Water Company, Inc.

Docket Numbers: W-01303A-09-0343 and SW-01303A-09-0343

Sincerely,

Sandra Carter

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 2/16/2010

Opinion No. 2010 - 85015

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 - 85014

Date: 2/16/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Donald A. & Lois H. Erickson**

Account Name: Donald A. & Lois H. Erickson

Home

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85373

is:

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

February 5, 2010
Arizona Corporation Commission
Consumer Services Section
1200 W. Washington St.
Phoenix, AZ 85007
Re Rate Consolidation and Increases
Name: Donald A. and Lois H. Erickson

Utility Name: Arizona American water Co., Inc.

DOCKEP Nos.: W-01303A-0Y-034J and SW-01303A-09-0343

We are adamantly opposed to the proposed Sun City Water and Wastewater Rate Consolidation and Increases. We are on a fixed income only and received no Cost of Living increase this year while our 'Tcost of living" is continually rising.

Donal A. Erickson
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 2/16/2010

Opinion No. 2010 - 85014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No. 2010 - 85001**

Date: 2/16/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** George **Last:** Loegering

Account Name: George Loegering **Home:**

Street: **Work:**

City: Sun City **CBR:**

State: AZ **Zip:** 85351 **is:**

Utility Company. Arizona - American Water Company

Division: Water

Contact Name: **Contact Phone:**

Nature of Complaint:

George Loegering February 7, 2010

Sun City, Arizona

Arizona American Water Company

Phoenix, AZ, 85027

The Arizona-American Water Company, Inc. (AZ American) filed an application with the Arizona Corporation Commission (ACC) for a permanent revenue increase for Sun City water and wastewater. The application requests a 27.7% increase in water and a 40.8% increase in wastewater!

I object to your request because it seems to pass on new development costs to existing service areas that are in fact paying their fair share in a timely manner.

According to my information, AZ American rates are unique for each of your geographic service districts. The existing rates reflect the differing cost to serve each geographic area. "Rate consolidation", as you call it, is the process of bundling a group of geographical districts together and averaging the differing costs for each district into a single rate. Sun City has been here a long time and enjoys low rates consistent with your cost and investment. The ploy you are suggesting for "consolidation/bundling" is detrimental to Sun City because we would pay for costs in other districts to supply/treat their water that has nothing to do with our water/waste water.

There are about 27,000 dwelling units in Sun City with about 47,000 residents. Many of these residents are not here all year long but water utilities continue every month whether they are using or not, whether there is one person or none. Certainly there is very little waste water generated in a typical residential unit here compared to a big residence with a large family in most other districts. Sun City is unique and we have retired seniors more or less on fixed incomes; they are here because there are no costs for school districts, there is no high priced government overhead and because most living costs are lower reflecting the actual status and consumption

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

demands of the residents.

Your request is without merit and is a simple plot to gouge the elderly.

George A Loegering, Treasurer, Sun City Golf Resort, LLC,

Owner Sun City Country Club, Sun City, Arizona

CC: Arizona Corporation Commission, Consumer Services Section, 1200 W. Washington

St., Phoenix AZ 85007, Regards Docket Numbers: W-01303A-09-0343 and SW01303A-09-0343; Rate

consolidation and increases requested by Arizona-American Water Company, Inc.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

Date Completed: 2/16/2010

Opinion No. 2010 - 85001

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 - 85003

Date: 2/16/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** Sandra **Last:** Carter

Account Name: Sandra Carter

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85373

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Sandra Carter

SUN CITY, AZ 85373

e-mail:

February 9, 2010

Arizona Corporate Commission

Consumer Services Section

1200 W. Washington St

Phoenix, AZ 85007

To Whom It May Concern:

I am against the proposed rate increase for water and wastewater. Also, I am against the proposed consolidation for Arizona-American Water Company, Inc.

Docket Numbers: W-01303A-09-0343 and SW-01303A-09-0343

Sincerely,

Sandra Carter

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

Date Completed: 2/16/2010

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2010 - 85003

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85032

Date: 2/16/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Judith Darrh

Account Name: Judith Darrh

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR: 602-740-8065

State: AZ Zip: 85351

is: Cellular

Utility Company. Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

2/16/10 CORRESPONDENCE RECEIVED - OPINION OPPOSED

RE: ARIZONA AMERICAN WATER SUNCITY WEST WATER DISTRICT - CONSOLIDATION - OPPOSED
Docket No. W-01303A-09-0343 & SW-01303A-09-0343

Judith Darrh-Enabretson

home -
cell -

02-07-10

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington Street
Phoenix, Arizona 85007

Utility - Arizona-American Water Company, Inc.
Docket Numbers: W-01303A-09-0343 and SW-01303A-09-0343
Re: Rate Consolidation and Increases

Gentlemen:

I wish to go on record as opposing the proposed rate consolidation and increase in water billing. According to the information I have on the issue I

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

will, as a resident of Sun City, be required to help pay water costs for other districts who do not have the quality of water/pricing that we now enjoy.

In this economy, and with the escalation of costs on every front from groceries to homeowner's fees and everything in-between, I simply cannot absorb another hike ... and on fixed income as most Sun City residents are, and no increase in Social Security this year or next, another increase is simply unacceptable. It is another symptom of our disintegrating society: those who contribute to our society are being held responsible for those who rely on others to provide. Not the American way which seems to be eroding faster than the desert in a downpour.

Judith Darrh

cc: Residential Utility Consumer Office

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record in Docket No. W-01303A-09-0343 & SW-01303A-09-0343.

End of Comments

Date Completed:

Opinion No. 2010 - 85032

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85031

Date: 2/16/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Karen

Cyga

Account Name: Karen Cyga

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR: N/A

State: AZ Zip: 85373

is: Other

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

2/16/10 CORRESPONDENCE RECEIVED - OPINION OPPOSED

RE: ARIZONA AMERICAN WATER SUNCITY WEST WATER DISTRICT - CONSOLIDATION - OPPOSED
Docket No. W-01303A-09-0343 & SW-01303A-09-0343

February 6, 2010

Karen Cyga

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington St.
Phoenix, AZ 85007

Utility Name: Arizona-American Water Company, Inc.
Docket Numbers: W-01303A-09-0343 and SW41303A-09-0343
RE: Rate Consolidation and Increases

To Whom It May Concern:

As a concerned citizen of Sun City, I am writing to you regarding two important issues: 1) rate consolidation and 2) increases in rates.

Regarding rate consolidation, I am adamantly opposed to this idea. It is unfair to charge citizens from one geographic location to pay for other districts to treat their water that our water does not require.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Secondly, I also adamantly oppose the rate increase in water and wastewater. The majority of citizens in Sun City are on fixed incomes and such a high increase will greatly impact our lives.

Please keep our costs down; it impacts us more than you know.

Sincerely,
Karen Cyga
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record in Docket No. W-01303A-09-0343 & SW-01303A-09-0343

End of Comments

Date Completed:

Opinion No. 2010 - 85031

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85024

Date: 2/16/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Robert & Patricia** **Purtill**

Account Name: Robert & Patricia Purtill

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR: N/A

State: AZ Zip:

is: Other

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

2/16/10 CORRESPONDENCE RECEIVED - OPINION OPPOSED

RE: ARIZONA AMERICAN WATER SUNCITY WEST WATER DISTRICT - CONSOLIDATION - OPPOSED
Docket No. W-01303A-09-0343 & SW-01303A-09-0343

Robert & Patricia Purtill

Sun City, AZ

Phone:

February 6, 2007

Arizona Corporation Commission
Consumer Services Section
1200W. Washington St.
Phoenix, AZ 85007

RE: PROPOSED Sun City Water & Wastewater Rate Consolidation and Increase

I am opposing the proposed 27.7% increase in water and 40.8% increase in wastewater for Sun City.

Utility Name: Arizona-American Water Company, Inc.

Docket Numbers: W-01303A-09-0343 and SW-01303A-09-0343

These are regarding rate consolidation and increases.

Thank you for taking this matter under advisement.

Thank you.

Robert & Patricia Purtill

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and docketed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343

End of Comments

Date Completed:

Opinion No. 2010 - 85024

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85048

Date: 2/16/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Mary Lou**

Jefferys

Account Name: Mary Lou Jefferys

Home: ()

Street:

Work: (000) 000-0000

City:

CBR: N/A

State: AZ Zip: 85351

is: Other

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

2/16/10 CORRESPONDENCE RECEIVED - OPINION OPPOSED

RE: ARIZONA AMERICAN WATER SUNCITY WEST WATER DISTRICT - CONSOLIDATION - OPPOSED
Docket No. W-01303A-09-0343 & SW-01303A-09-0343

Re: Rate Consolidation and Increases

Utility Name: Arizona American Water Company

Docket Numbers: W-01303A-09-0343

SW-01303A-09-0343

To Kristen Mayes, Chair; Sandra Kennedy; Dear Commissioners:

We are living in trying times!

I have just read a newspaper article that is very upsetting. The Arizona American Water Company is seeking approval to consolidate water rates on a regional basis in addition to hiking water rates in Sun City. That's greed.

We know it takes money to keep safe water available. However, I am against consolidating, building groups of geographical districts and averaging costs. It is not fair to place an extra burden on senior citizens with a fixed income, which many of us are. I'm sure you know that there was no cost of living given this year by social security.

Arizona American Water Company Inc. is seeking a 27.7% increase in water rates and a 40.8% boost in wastewater rates for Sun City. I hope you will vote to lower these percentages or reject their proposal entirely.

We should only pay for the services tat we need. We need the protection of your commission to prevent such drastic changes to something so basic as water and wastewater management.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

I am writing to you today because I believe you will act in the best interest of the public you have been elected to serve and protect.

Thank you,
Mary Lou Jefferys

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record in Docket No. W-01303A-09-0343 & SW-01303A-09-0343

End of Comments

Date Completed:

Opinion No. 2010 - 85048

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone: 602-542-4217

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85050

Date: 2/16/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: **Kathryn C.** Last: **Molda**

Account Name: Kathryn C. Molda

Home: (623) 243-5474

Street: 9923 W. Prairie Hills Circle

Work: (000) 000-0000

City: Sun City

CBR: N/A

State: AZ Zip: 85351

is: Other

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

2/16/10 CORRESPONDENCE RECEIVED - OPINION OPPOSED

RE: ARIZONA AMERICAN WATER SUNCITY WEST WATER DISTRICT - CONSOLIDATION - OPPOSED
Docket No. W-01303A-09-0343 & SW-01303A-09-0343

February 6, 2010

Kathryn C. Molda
9923 W. Prairie Hills Circle
Sun City, AZ 85351
623-243-5474

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington St.
Phoenix, AZ 85007

Utility Name: Arizona-American Water Company, Inc.
Docket Numbers: W-01303A-09-0343 and SW-01303A-09-0343
RE: Rate Consolidation and Increases

To Whom It May Concern:

As a concerned citizen of Sun City, I am writing to you regarding two important issues: 1) rate consolidation and 2) increases in rates.

Regarding rate consolidation, I am adamantly opposed to this idea. It is unfair to charge citizens from one geographic location to pay for other districts to treat their water that our water does not require.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Secondly, I also adamantly oppose the rate increase in water and wastewater. The majority of citizens in Sun City are on fixed incomes and such a high increase will greatly impact our lives.

Please keep our costs down; it impacts us more than you know.

Kathryn Molda
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and docketed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343
End of Comments

Date Completed:

Opinion No. 2010 - 85050

W-01303A 09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No. 2010** **84993**

Date: 2/16/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Lanny E.**

Brent

Account Name: Lanny E. Brent

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ **Zip:** 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****SUN CITY - WATER-SEWER- OPPOSED TO RATES & CONSOLIDATION *****

I wish to comment on the purposed change by Arizona-American Water Company.

I believe that water rates should be unique for each geographic district, not for a bunch of areas thrown together.

Sun City has good water, we do not, like some other districts require our water to be treated with costly chemicals. It is not in the best interest of most districts to have us all consolidated and bundled up in a single district, and force one district to pay for another district's bad water, when that district knew in advance that their water was going to have to have their water treated before their homes were built. WHY SHOULD OTHER DISTRICTS PAY FOR THEIR WATER TREATMENT COSTS? These districts knew about the water problem before construction started, now they want OTHER districts to pay for THEIR bad water decisions?

Sun City is a senior, non-profit district. We are retired and the vast majority of us have to live on a fixed income {this year we did not receive any cost of living}. The proposed increase in water and waste water handling will place a severe strain on Sun City, as we have to pay not only for our home water costs, but for the Sun City Recreation Center use of water on golf courses, etc.

The purposed increase of water fees and waste fees is outrageous. A total of 27.7% for water and a 40.6% increase for wastewater will really hurt us retired folks, as our income is static and limited to meager COLAs, we don't get any COLAs some years, like this year for example.

I do not understand where AZ American water company gets their weird ideas from, and the increases, how can they continue to ask for huge cost increases every year or two. No way can they justify these incredible, never ending, demands for water cost increases almost every year? We the consumer simply cannot afford any more utility cost increases, that are requested all the time and they want more and larger increases, how do they expect us to pay for these never ending cost increases? WE CAN'T AFFORD ANY MORE INCREASES. Please deny AZ American's never ending demand for more and more money. WE RETIREES SIMPLY CAN'T

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

AFFORD TO PAY MORE. We don't work any more and on't have the money to pay these outrageous water increases.

Commissioners: Please deny this unreal idea of consolidation or grouping of districts together for the advantage of a FEW to the disadvantage of MANY other districts, let those who CHOSE to build and buy homes in districts with BAD water PAY for their bad choice, and not penalize others who chose more wisely concerning their water supply by forcing them to pay for bad decisions by others, let those who made bad decisions pay for their own costs for water treatment.

Thanking your for your time and attention. I am.

Sincerely yours,

Lanny E. Brent
Sun City, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/16/10 I contacted Mrs. Brent and informed her that the opinion had been received she said that it was her husband that had sent the opinion. He was not at home and she thought he would have additional questions. I gave her my name and telephone number in case her husband had any more questions. Closed

End of Comments

Date Completed: 2/17/2010

Opinion No. 2010 - 84993

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 85021 **Date:** 2/16/2010

[illegible]

First:

Last:

Complaint By: John & Esther Lloyd

Account Name: John & Esther Lloyd

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ **Zip:** 85351

is: E-Mail

Utility Company. Arizona - American Water Company

Division: Water

Contact Name:**Contact Phone:**

Nature of Complaint:

*****SUN CITY - OPPOSITION TO WATER-SEWER-CONSOLIDATION & RATES*****

From: John & Esther Lloyd [mailto:

Sent: Monday, February 15, 2010 5:16 PM

To: Utilities Div - Mailbox; Mayes-WebEmail; Kristin Mayes; Gary Pierce; Pierce-Web; Sandra Kennedy; Kennedy-Web; Paul Newman; Newman-Web; rstump@azcc.gov; Stump-Web

Subject: Vote No on SW-01303A-09-0343 & W-01303A-09-0343

Please view attachments concerning objections voiced by Saracana Condominium Association, Inc.

As Chairperson for the Saracana Condominium Association, Inc., I represent 42 households. Our homeowners are vehemently opposed to the proposed consolidation and rate increases.

Our homeowners are already paying sewer taxes based on total water usage. Approximately 75% of our water usage is for irrigation and therefore not a burden on the sewer treatment facilities. Yet, Arizona-American proposes to increase this tax over 40%. Arizona-American should be forced to install separate meters for the irrigation to ensure true usage data is collected and fees assessed accordingly.

The process of bundling a group of geographical districts together and averaging the differing costs for each district into a single rate is detrimental to Sun City as we will help pay for costs in other districts to treat their water that our water does not require.

Our residents will not only experience an increase to their individual condominium owners association fees to cover both water and sewer increases, but will also experience an increase in our Recreation Centers of Sun City fees to cover the increases at those facilities.

With these increases and those experienced in other areas, the future appeal to out-of-state retirees to

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

purchase property in Sun City is in jeopardy.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/16/10 I tried to contact consumer and left a voicemail stating that the comment form had been received and will be filed in the permanent docket. I left my name and telephone number for a return call if they had any questions. Closed

Filed in SW-01303A-09-0343 & W-01303A-09-0343

End of Comments

Date Completed: 2/16/2010

Opinion No. 2010 - 85021

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85013

Date: 2/16/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

Complaint By: First: Last:
Bernice M. Stephenson

Account Name: Bernice M. Stephenson

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company. Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

RATE CONSOLIDATION AND INCREASES

Docket No. W-01303A-09-0343 & SW-01303A-09-0343

Dear Commissioners:

The consolidation purposed by AZ - American Water Company, Inc. (AZ-AWC) has no merit. It is a boldface attempt to use a lower cost water district (Sun City) to support increases in high cost districts, that require greater treatment to their water. This is basically a way to redistribute saving that should continue to enure to the Sun City area, and help defray the costs of the other districts with higher treatment costs. It also penalizes the Sun City residents in two very direct ways; (1) Raises water costs to the home owners of a retirement community of generally fix incomes and (2) Raise water costs to the Recreation Centers of Sun City used by the same retirement community of generally fixed income home owners. This means that in the Sun City area we are penalized twice for this consolidation and rate increase, which is not about our treatment costs, but those of other districts.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/16/10

Emailed to Carmen Madrid in Phoenix to docket.

Docket Nos. W-01303A-09-0343 & SW-01303A-09-0343

FILE CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 2/16/2010

Opinion No. 2010 - 85013

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax

Priority: Respond Within Five Days

Opinion No. 2010 - 85020

Date: 2/16/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Pauline Gold

Account Name: Pauline Gold

Home: (623) 878-2117

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. W-01303A-09-0343
SW-01303A-09-0343

I am writing to object to the totally unreasonable increases requested by the Arizona -American Water Company in the amounts of 27.7% and 40.8% for water and waste water. The economy is in terrible shape with cost rising on all fronts for even basics such as food and prescriptions; to ask for such an enormous increase is way out of line especially since incomes have not risen in accord with inflation, unemployment being on the rise and no evidence that there will be a recovery any time soon. The ACC needs to step up to the plate by disallowing increases such as these. Time enough when the economy recovers to entertain these requests. Thank you for your attention.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/16/10
Emailed to Carmen Madrid in Phoenix to docket.
Docket Nos. W-01303A-09-0343 & SW-01303A-09-0343
FILE CLOSED.
End of Comments

Date Completed: 2/16/2010

Opinion No. 2010 - 85020

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 - 84995

Date: 2/16/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Scarlett L. Brown**

Account Name: Scarlett L. Brown

Home

Street:

Work:

City: Youngtown

CBR:

State: AZ Zip: 85363

is:

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Dear Commissioner:

Utility name: Arizona-American Water Company, the.

Docket Numbers: W-01303A-09-0343 and SW-01303A-09-0343

RE: Rate consolidation and increases.

Please do not allow Arizona American Water to increase Sun City, Ariwnas water rates and/or bundling. The rates were just increased and they are high enough.

Most Sun City residents are seniors and are living on fixed Social Security benefits. As I am sure you know there was no cost of living raises given to the senior on Social Security, yet the majority of the seniors are paying more this year for medical insurance and/or for prescriptions and other medical care.

With inflation running rampant a lot of seniors are losing theft homes or having trouble paying their home expenses, food and rising gasoline prices.

Please do not bundle or raise our water prices again. We are struggling already.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

Date Completed: 2/16/2010

Opinion No. 2010 - 84995

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 - 84994

Date: 2/16/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Merlyn** **Carter**

Account Name: Merlyn Carter

Home:

Street: e

Work:

City: Sun City

CBR:

State: AZ Zip: 85373

is:

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Merlyn Carter

Sun Citv. A7 85373

e-mail:

February 9, 2010

Arizona Corporate Commission

Consumer Services Section

1200 W. Washington St

Pboenix, AZ 85007

To Whom ft May Concern:

I am against the proposed rate increase for water and wastewater. Also, I am against the proposed consolidation for Arizona-American Water Company, Inc.

Docket Numbers: W-01303A-09-0343 and SW-C 1303A-09-0343

Sincerely,

Merlyn Carter

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

Date Completed: 2/16/2010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: /

Fax: /

Priority: Respond Within Five Days

Opinion **No.** 2010 85006

Date: 2/16/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Bernard** **Dickens**

Account Name: President, Cameo West A Association

Home: /

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND WS-01303A-09-0343 *****

Customer sent the following -

As Representative of all of Residents of our 22 units we are strongly opposed to the requested Consolidation and rate increase. Sun City is its own entity and we do NOT want to be consolidated, nor add their water increase burden to ours.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 2/16/2010

Opinion No. 2010 - 85006

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 85008

Date: 2/16/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Martha Woelfle**

Douglas Maxwell

Account Name: Martha Woelfle and Douglas Maxwell

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND WS-01303A-09-0343 *****

Customer sent the following -

We are adamantly opposed to this consolidation, people living in Sun City are on fixed incomes and cannot afford these increases that will take effect if this requests passes.

Sun City was here first. It's not our problem. If this goes into effect citizens of Sun City will have to pay twice for it, once at the RCSC level & then our own bill will increase too.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed:

Opinion No. 2010 - 85008

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 - 85036

Date: 2/16/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By:

M.

Schilcher

Account Name:

M. Schilcher

Home: (623) 000-0000

Street:

Work:

City:

Sun City West

CBR:

State:

AZ

Zip: 85375

is:

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket # W-01303A-09-0343 & SW-01303A-09-0343

Arizona Corp Commission
All Commissioners Please,

Please do not allow Arizona American Water to increase Sun Cities current rates or change it in any way. Keep it as is. Most of Sun City residents are senior citizens living on fixed Social Security, Pensions, received. No 2010 cost of living increase; with rumors next years pension may be cut. Inflation is rampant, seniors losing their homes, medicine and medical costs increasing ridiculously high; with gas prices rising again CEO's and Big Corporations only seem to be interested in money not the consumer. Please do not inflate prices and rob us of our resource and dignity. Please help the elderly.

Yours truly,

Mr. & Mrs. M. Schilcher

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

Date Completed: 2/16/2010

Opinion No. 2010 - 85036